



HSS Registered

## Service Co-Director

### Health Salaried Officer Agreement: G14

**Position Number: 602505**  
**Service 4**  
**Royal Perth Bentley Group / East Metropolitan Health Service (EMHS)**

### Reporting Relationships

Chief Executive, East Metropolitan Health Service  
Position Number: 602766



Executive Director, Royal Perth Bentley Group  
Position Number: 104822



**This Position**



Directly reporting to this position:

Title	Classification	FTE
• Nursing Director	SRN 10	1 FTE
• Operations Manager	HSU 10	1 FTE
• Medical Heads of Departments	TBC	various
• Service Heads of Departments	TBC	various
• Executive Assistant	HSU 4	1 FTE

- ← Also reporting to this supervisor:
- Director of Nursing HSU Snr Off C11, 1.0 FTE
  - Director of Clinical Services, Consultant various FTE
  - Director of Clinical Operations, 1.0 FTE
  - Medical Co-Directors, Consultant, various FTE
  - Service Co-Directors HSU G14 3.0 FTE
  - Director of Non-Technical Skills and Training HSU Snr Off C11, 1.0 FTE
  - Nursing and Site Director Bentley Hospital, SRN 9 , 1.0 FTE
  - Interim Corporate Nursing Director Mental Health
  - Chief Business Manager, G11, 1.0 FTE

### Key Responsibilities

The Co-Director works to provide in partnership to provide effective leadership, governance, strategic planning and operational management of the clinical stream. Support all staff within the Service to provide high-quality and efficient patient care consistent with the hospital group's safety, quality and performance frameworks. As part of the Executive team provide clinical and corporate governance within the RPBG.

## EMHS Vision and Values

### Our Vision

*Healthy people, amazing care  
Koorda moort, moorditj kwabadak.*

**Healthy people** refers to the commitment we have as an organisation to ensure our staff, patients and the wider community have access to comprehensive healthcare services, in order to maintain healthy lives.

**Amazing care** reflects the sentiment of those consumers accessing our healthcare services from feedback provided to us. This common statement resonates with the health service, and reflects our intentions in our practice and work every day.

As a health service which celebrates diversity of culture and languages, it is also important that our vision is shared in the Noongar language.

### Our Values

Our Values reflect the qualities that we demonstrate to each other and our community every day. Our staff make a difference every day to the patients, families and consumers they provide care, advice and support to. The EMHS values capture the shared responsibility that we uphold as most important, which are:

- **Kindness** – kindness is represented in the support that we give to one another. This is how we demonstrate genuine care and compassion to each and every person.
- **Excellence** – excellence is the result of always striving to do better. This is represented by constant improvements to the way in which we deliver our services, which results in a high performing health service.
- **Respect** – we demonstrate respect through our actions and behaviours. By showing each other respect, in turn we earn respect.
- **Integrity** – integrity is doing the right thing, knowing it is what we do when people aren't looking that is a true reflection of who we are.
- **Collaboration** – collaboration represents working together in partnership to achieve sustainable health care outcomes for our community with a shared understanding of our priorities.
- **Accountability** – together we have a shared responsibility for ensuring the best health care outcomes for our community. This is a reminder that it is not only our actions, but also the actions we do not do, for which we are accountable.

### Site Values – RPBG

Our staff have a long tradition of caring for the Western Australian community, with a strong sense of pride among our staff. Embedded in our culture are the values of SERVIO, Latin for 'to serve'.

**Service and Safety**  
**Excellence and Education**  
**Respect and Research**  
**Valuing our Patients and Staff**  
**Integrity and Innovation**  
**Organisational Learning**

## Brief Summary of Duties

### 1. Leadership

- 1.1 The Service Co-Director will work to lead and manage the Service. They are accountable to the Executive Director and represent the major link in a chain of accountability between the Hospital Executive and the clinical service lines (departments or units), which are led by Heads of Department and nursing and other health professional leaders. The respective roles and responsibilities of the Co-Directors will be documented in a Performance Agreement with the Executive Director.
- 1.2 Leads and promotes organisational culture in line with East Metropolitan Health Service and Hospital vision and values.
- 1.3 Accountable for the safe and high quality standards of clinical practice and the management of clinical and corporate risk within the Service.
- 1.4 Ensures evidence based practice and research as the foundation of advances in clinical care and in clinical care systems.
- 1.5 Leads the development and implementation of strategic and operational plans for the Service in alignment with the vision and operational imperatives of the hospital.
- 1.6 Develops and operationalises service plans for all centres within the service.
- 1.7 Leads the transformation and service improvement agendas across the Service, working closely with all stakeholders. Challenges conventional approaches and drives change when needed, with a commitment to continuous improvement.
- 1.8 Works closely with all members of the executive to establish and manage safe, efficient and effective patient care across the Hospital in an Activity Based Funding (ABF) environment.
- 1.9 Responsible for the management of relevant service targets and resources within an ABF environment. Manages the performance of staff within relevant EMHS policy and public sector standards.
- 1.10 Ensures that Service clinical programs integrate effectively with State and area wide programs.
- 1.11 Promotes awareness of and ensures compliance with all Clinical and Corporate Governance Requirements.

### 2. Communication and Consultation

- 2.1 Promotes a clear focus on caring for patients and including them in decision making regarding their care, throughout the Service.
- 2.2 Promotes an interdisciplinary team environment with a focus on leadership development across the service. Ensures multidisciplinary team meetings are a cornerstone of patient management.
- 2.3 Promotes clinical education including multidisciplinary forums within the Service.
- 2.4 Ensures junior staff are appropriately supported and supervised at all times.
- 2.5 Actively participates in Hospital Executive activities, including peak committees
- 2.6 Establishes and maintains strong strategic and operational alliances and working relationships with internal and external stakeholders. Leads and participates in forums and discussions related to the strategic and operational planning for the Hospital.
- 2.7 Meets regularly with Business Managers, Heads of Department and nursing leaders to lead, mentor and deliver service line management supported by service line reporting.

**3. Specific Position and/or Operational Responsibilities**

- 3.1 Effectively promotes a culture of patient communication, patient safety and timely efficient care for all patients within the Service. In conjunction with the other Executive members, oversees the implementation of patient safety and quality initiatives for the Service as required.
- 3.2 Operationally manages Heads of Department, Business Managers and other leaders in the service, fostering a culture of cooperation, professional performance and accountability to ensure the Service meets all targets and objectives.
- 3.3 Leads the delivery of and ensures the Service meets and exceeds all national and state safety, quality and performance targets and standards.
- 3.4 Responsible for ensuring leadership and direction within the Service.
- 3.5 Responsible for the planning and implementation of day to day operational and demand management and performance of the Service, planning and managing patient volumes to meet service requirements.
- 3.6 In liaison with the Director of Clinical Services and Director of Nursing, coordinates the development, implementation and management of an effective and integrated workforce.
- 3.7 In collaboration with the Director of Clinical Services ensures appropriate governance of research within the Service.
- 3.8 Ensures integration between clinical and non-clinical services.
- 3.9 Undertakes business continuity management for the Service including emergency planning.
- 3.10 Other responsibilities and accountabilities as outlined in the Performance Agreement.

**4. EMHS Governance, Safety and Quality Requirements**

- 4.1 Ensures, as far as practicable, the provision of a safe working environment in consultation with staff under their supervision
- 4.2 Actively participates in the Peak Performance program.
- 4.3 Supports the delivery of safe patient care and the consumers' experience including identifying, facilitating and participating in continuous safety and quality improvement activities, and ensuring services and practices align with the requirements of the National Safety and Quality Health Service Standards and other recognised health standards.
- 4.4 Adheres to the performance framework for procurement and contract management and oversees and promotes to other staff this process and function in accordance with EMHS Policy and the Delegations and Authorisations Schedule.
- 4.5 Completes mandatory training (including safety and quality training) as relevant to role.
- 4.6 Performs duties in accordance with the EMHS Vision and Values, WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act and Government, WA Health, EMHS and Departmental / Program specific policies and procedures.

**5. Undertakes other duties as directed**

## Work Related Requirements

The following criteria should be read together with the Brief Summary of Duties and considered in the context of the EMHS Values.

### Essential Selection Criteria

1. The **Service Co-Director** will have a track record in professional leadership and it is desirable that they have a qualification in a relevant health professional discipline (and where applicable to be registered by the relevant national registration authority)
2. The **Service Co-Director** will be able to evidence business acumen with a strong track record in:
  - **Shaping and managing strategy** including the ability to focus strategically by aligning business imperatives with strategic priorities, the ability to harness information and opportunities in order to manage change, the capacity to champion organisational vision and goals and promote a shared commitment to the organisations strategic direction.
  - **Achieving results** including the ability to build organisational capability and responsiveness, and the capability to manage human, physical and financial resources in an environment of constraint.
  - **Building productive relationships** including the ability to broker cooperation and partnerships across an organisation and the ability to develop and maintain positive working relationships with colleagues and with diverse groups of people within the health sector.
  - **Management of clinical services** in a large complex acute health care including balancing of diverse and competing interests and the achievement of high quality patient outcomes, service satisfaction and operational efficiency.
3. Current knowledge of legislative obligations for Equal Opportunity, Disability Services and Occupational Safety and Health, and how these impact on employment and service delivery.

### Appointment Factors

Service Co-Directors appointments will be full time under the terms of the *WA Health – HSUWA – PACTS – Industrial Agreement 2016*.

### Appointment Prerequisites

Appointment is subject to:

- Completion of 100 Point Identification Check.
- Successful Criminal Record Screening Clearance.
- Successful Pre-Employment Integrity Check.
- Successful Pre-Employment Health Assessment.

**Certification**

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

..... <b>Manager / Supervisor Name</b>	..... <b>Signature</b>	..... <b>or</b>	..... <b>HE Number</b>	..... <b>Date</b>
..... <b>Dept. / Division Head Name</b>	..... <b>Signature</b>	..... <b>or</b>	..... <b>HE Number</b>	..... <b>Date</b>

As Occupant of the position I have noted the statement of duties, responsibilities and other requirements as detailed in this document.

..... <b>Occupant Name</b>	..... <b>Signature</b>	..... <b>or</b>	..... <b>HE Number</b>	..... <b>Date</b>
..... <b>Effective Date</b>				

**HSS Registration Details (to be completed by HSS)**

..... <b>Created on</b>	..... <b>Last Updated on</b>	..... January 2020
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